

AGENCY STRATEGIC PLAN

FOR THE FISCAL YEARS

2005 - 2009



ARKANSAS TEACHER RETIREMENT SYSTEM

FUNCTIONAL AREA: CONSTITUTIONAL AND ADMINISTRATIVE

AGENCY STRATEGIC PLAN APPROVAL FORM

FOR THE FISCAL YEARS

2005 - 2009

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STRATEGIC PLAN

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|---|------------------------------------|
| Agency Name | Arkansas Teacher Retirement System |
| Agency Mission Statement: To provide optimum benefits which will enhance the quality of life for ATRS members, while providing the highest level of customer service. | |

AGENCY GOAL 1:

Agency Operations: To provide our members and retirees with the highest level of benefits, customer service, and timely accurate information.

AGENCY GOAL 2:

Benefits payments: To provide for the accurate, timely payment of benefits/payouts to retired members/eligible beneficiaries and refunds to active/inactive members and employers.

STRATEGIC PLAN

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| Agency Name | | Arkansas Teacher Retirement System |
| Program | | Agency Operations Administration |
| Program Authorization | | A.C.A. §24, Chapter 7 |
| Program Definition: Funds-Center Code: <u>0375P01</u> | | To provide high quality member services, including education, and counseling to customers (i.e. members, retirees, employers) about the benefit program and other available services; To effectively manage the investment of the assets of the Arkansas Teacher Retirement System (ATRS); To provide administrative and support services for ATRS. |
| AGENCY GOAL (S) # | 1 | |
| Anticipated Funding Sources for the Program: | | Trust Funds, Cash Funds |

GOAL 1:

To provide our members and retirees with the highest level of benefits, customer service, and timely accurate information.

OBJECTIVE 1: (Sub-Funds Center Code: 00EG)

To maximize benefit levels and customer satisfaction of members and retirees by providing a high quality benefit through the efficient administration of retirement legislation and the effective allocation and management of fund assets of the Arkansas Teacher Retirement System.

STRATEGY 1:

To provide a high degree of education and counseling to members, retirees, and employers regarding the benefit programs and other services.

STRATEGIC PLAN

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| Agency Name | Arkansas Teacher Retirement System |
| Program | Agency Operations Administration |

PERFORMANCE MEASURES: (Effort, Output, Outcome, and/or Efficiency)

| DESCRIPTION (Indicate the Goal and Objective to which applicable) | METHODS AND SOURCES USED OBTAINING DATA | FISCAL YEAR 2005 | FISCAL YEAR 2006 | FISCAL YEAR 2007 | FISCAL YEAR 2008 | FISCAL YEAR 2009 |
|--|---|---------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|
| Ensure all participants reported by employers are members of the system and status is correct. <i>Goal 1, Objective 1</i> | Review members' history and membership form. Fully reconcile all quarterly reports 85 days after quarter end. | 96.0% | 96.5% | 97.0% | 97.5% | 98.0% |
| Site visit to provide counseling sessions for active members of the system. <i>Goal 1, Objective 1</i> | Maintain appointment book with date, time and name of members. | 100% | 100% | 100% | 100% | 100% |
| Applications are processed to make effective annuity payment date. <i>Goal 1, Objective 1</i> | Review recap logs and payroll noting disparities. | 97% | 97% | 97% | 97% | 97% |
| Personally present, or videoconference, seminars on related topics. <i>Goal 1 Objective 1</i> | Maintain log of presentations and videoconferences noting date, time, and participating members | 20 seminars per year | 22 seminars per year | 22 seminars per year | 24 seminars per year | 24 seminars per year |
| Respond to members' requests within 5 business days. <i>Goal 1, Objective 1</i> | Monitor workflow, call log, and response time. | 97% | 97% | 97% | 97% | 97% |

STRATEGIC PLAN

| DESCRIPTION (Indicate the Goal and Objective to which applicable) | METHODS AND SOURCES USED OBTAINING DATA | FISCAL YEAR 2005 | FISCAL YEAR 2006 | FISCAL YEAR 2007 | FISCAL YEAR 2008 | FISCAL YEAR 2009 |
|---|--|---------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|
| Number of newsletters per year provided to members <i>Goal 1, Objective 1</i> | Review of purchase orders, printing contracts and postage records | 3 newsletters per year | 4 newsletters per year | 4 newsletters per year | 4 newsletters per year | 4 newsletters per year |
| Number of Agency proprietary systems administered <i>Goal 1, Objective 1</i> | Review of agency information technology plan | 3 | 3 | 3 | 3 | 3 |
| Administrative cost per active and retired member <i>Goal 1, Objective 1</i> | Review of administrative costs and numbers of active and retired members | \$100 | \$100 | \$105 | \$105 | \$105 |
| Percentage of Performance Measures achieved <i>Goal 1, Objective 1</i> | Examination of operation results versus performance goals | 80% | 85% | 90% | 95% | 95% |
| Number of prior year findings repeated in subsequent audit. <i>Goal 1, Objective 1</i> | Review of Legislative reports | 2 | 3 | 3 | 3 | 3 |

STRATEGIC PLAN

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|---|---|---|
| Agency Name | | Arkansas Teacher Retirement System |
| Program | | Benefit Payments |
| Program Authorization | | A.C.A. §24, Chapter 7 |
| Program Definition: Funds-Center Code: <u>0375P02</u> | | To provide accurate and timely benefit payments to retired members or beneficiaries and refunds to active/inactive members or employers of the Arkansas Teacher Retirement System (ATRS). |
| AGENCY GOAL (S) # | 2 | |
| Anticipated Funding Sources for the Program: | | Trust Funds, Cash Funds |

GOAL1:

To provide for the accurate, timely payment of benefits/payouts to retired members/eligible beneficiaries and refunds to active/inactive members and employers.

OBJECTIVE 1: (Sub-Funds Center Codes: 01EG, EG00)

To produce accurate and timely benefit payments for retired members or beneficiaries via Automated Clearing House (ACH) payment methodologies and to produce accurate and timely benefit payments/payouts for retired or beneficiaries and refunds to active/inactive members and employers via the Arkansas State Treasury by administering and maintaining the integrity of the Arkansas Teacher Retirement System membership database.

STRATEGY 1:

To administer and maintain the integrity of the membership database to accurately respond to inquiries and produce accurate and timely benefit payments via Automated Clearing House (ACH) methodologies.

STRATEGY 2:

To administer and maintain the integrity of the membership database to accurately respond to inquiries and produce accurate and timely benefit payments, payouts and refunds via the Arkansas State Treasury.

STRATEGIC PLAN

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|--------------------|------------------------------------|
| Agency Name | Arkansas Teacher Retirement System |
| Program | Benefit Payments |

PERFORMANCE MEASURES: (Effort, Output, Outcome, and/or Efficiency)

| DESCRIPTION (Indicate the Goal and Objective to which applicable) | METHODS AND SOURCES USED OBTAINING DATA | FISCAL YEAR 2005 | FISCAL YEAR 2006 | FISCAL YEAR 2007 | FISCAL YEAR 2008 | FISCAL YEAR 2009 |
|--|--|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| Percent of member earnings, service and contributions recorded correctly in the membership database. <i>Goal 1, Objective 1</i> | Review of Data form and member's history. Mailing of annual statements to members. | 96.0% | 96.5% | 97.0% | 97.5% | 98.0% |
| Percent of initial payments made to retirees, or beneficiaries, by requested date, or within 30 days of receipt of required documentation. <i>Goal 1, Objective 1</i> | Review application logs, work queues and monthly list of retirees provided to the Board. | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% |

Additional Statistical Information (provided annually for ATRS):

- ✓ Number of active and retired members/beneficiaries served.
- ✓ Percentage of retired members/beneficiaries to active members.
- ✓ External investment costs as a percent of invested funds.
- ✓ Average rate of return on investments managed externally.
- ✓ Ratio of benefits paid out compared to employer and employee contributions.
- ✓ Net change in retirement assets.